



6-705

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Herbert et al.
Serial Number: 09/776,610
Filing Date: February 15, 2001
Art Unit: 3623
Examiner: Jonathan G. Sterrett
For: **METHOD AND SYSTEM FOR
PROVIDING PERFORMANCE
STATISTICS TO AGENTS**

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

EXPRESS MAIL LABEL ED 329832595 US

RESPONSE TO FIRST OFFICE ACTION

This paper is submitted in response to the First Office Action mailed December 6, 2005.

Please amend the application as follows:

IN THE CLAIMS

Please cancel claims 1-6, 8-11, 23-41 and 46-65 without prejudice. Please amend claims 12-22 and 66 as set forth below. Please add new claims 68-88 as set forth below. A complete copy of all claims and their current status follows begins on the next page of this response.